

Jive Interactive Intranet

## **Cloud Administrator Guide**

### **Urgent Notifications**

# Notices

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For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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# Table of Contents

<b>Aurea global support.....</b>	<b>5</b>
<b>Chapter 1: Urgent Notifications for Jive.....</b>	<b>6</b>
System requirements.....	6
Supported browsers.....	6
<b>Chapter 2: Setting up Urgent Notifications.....</b>	<b>8</b>
Enabling Urgent Notifications for Jive.....	8
Adding users to Urgent Notification Senders Permission group.....	11
<b>Chapter 3: Using Urgent Notifications.....</b>	<b>12</b>
Sending Urgent Notifications.....	12
Tracking Urgent Notifications.....	14

# Aurea global support

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If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- Search the articles on the [Aurea Knowledge Base](#) for solutions to your issues.
- Search the product documentation and other product-related information that are also available on [Support Central](#).

If you still cannot find a solution, open a ticket on [Aurea Support Central](#). Information about the support organization is available on [Support Portal](#) as well.

You can also find the setup files on [Support Portal](#).

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our [website](#).

# 1

## Urgent Notifications for Jive

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The notification is sent via:

- Text Message (SMS)
- (Optional) Email
- (Optional) Voicemail

The notification is also displayed as a document within the same group in which the notification is sent.

*The Urgent Notifications add-on provides the ability to quickly notify community users or members of any private group through different channels in case of an emergency, a business critical event or for important communications.*

For details, see the following topics:

- [System requirements](#)
- [Supported browsers](#)

## System requirements

To enable the Urgent Notifications add-on you need to meet the system requirements.

### General requirements

- Jive Cloud.
- System Administrator rights on your Jive site to install and activate the add-on. For more information, see [Enabling Urgent Notifications for Jive](#) on page 8.
- **Urgent Notification Senders** user group's membership to use the add-on.

## Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

- Microsoft Edge (Chromium-based).
- Apple Safari\* (on Macs only).

- Mobile Safari on iPhone and iPad for iOS 11 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in the [App Store](#).)
- Mobile Chrome on Android devices for Android 8 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in [Google Play](#).)
- Mozilla Firefox\*.
- Google Chrome\*.

\* Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge browsers are released frequently. Jive Software makes every effort to test and support the latest version.

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**Note:** The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

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**Important notes and restrictions:**

- Chromebook is not supported.
- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

# 2

## Setting up Urgent Notifications

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*How to set up and configure the Urgent Notifications for Jive add-on in your environment.*

For details, see the following topics:

- [Enabling Urgent Notifications for Jive](#)
- [Adding users to Urgent Notification Senders Permission group](#)

### Enabling Urgent Notifications for Jive

As a community manager, you can install the **Urgent Notifications** add-on from the **Add-Ons** page and configure its settings to get it ready for use.

Before you start installing, make sure your Jive community meets the [System requirements](#) on page 6.

Follow these steps to install and configure the Urgent Notifications add-on:

1. In Jive, click your avatar and select **Add-ons**.
2. In the **Available** tab, click **Install** next to the **Urgent Notifications** add-on.
3. Click **Install Now** or **Preview** as required. The **Preview** option is available to make this add-on visible only to you for testing purposes before you make it available to your community. For more information, see [Install Add-Ons](#).

As the add-on gets installed, you are directed to the **Urgent Notifications Settings** page for configuration.



## Urgent Notifications Settings

Send urgent notifications and collaborate.

### Included tiles

Tile and type	Category
<b>Noticeboard</b> Activity	External Add-on

### Included apps

Title	Apps Security
Send urgent alert	

### Service URL

This Add-on requires connectivity to a network service.

<https://urgent-notifications-service.aws-us-east-1-ms-test.svc.jivehosted.com>

A configuration file was found for this service. [Configure Now...](#)

### Advanced Settings

Save and Activate

Cancel

Jive Software makes no warranty or guarantee about the reliability, performance, quality, or functionality of any third-party software, and any third-party packages you install are therefore provided as is.

- On the **Settings** page, skip configuring the user groups for access as only members of the **Urgent Notification Senders** group can use the add-on. For

more information, see [Adding users to Urgent Notification Senders Permission group](#) on page 11.

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**Note:** This option is not available in **Preview** mode.

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5. Click **Configure Now...** and set the **Mobile Phone Field** to the relevant Jive users' profile field that stores their mobile phone number. You can use and select any field that is defined as the `phone number` field type in Jive for storing the mobile number that can be used by the **Urgent Notifications** add-on for sending notifications. Optionally, you can also select the **Email Field** and the **Home Phone Field** to enable notifications via them.
- 

**Note:** It is not mandatory to use the primary email and mobile/home phone fields. For Urgent Notifications, you dedicate any fields that are defined as `phone number` or `email` field type in Jive.

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## Configure "Urgent Notifications"

E-mail Field	<input type="text" value="Alternate Email"/>	
Mobile Phone Field	<input type="text" value="Phone Number"/>	
Home Phone Field	<input type="text" value="Home Phone Number"/>	

---

**Note:** You can confirm the field names from the **People > Global Profile Settings** page in **Admin Console**. Group members who do not have information in the required fields do not receive any notifications. If your community is not populating these fields from a directory server, you should make these fields editable on the profile and get users to provide the information themselves by editing their profile. For more information, see [Letting Users Control Their Own Settings](#).

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6. Click **Save** to save the configuration.
-

7. Optionally, under **Advanced Settings**, specify the expiration settings for **Urgent Notifications** add-on.

If left blank, Jive uses the default expiration settings configured in the **Add-Ons** page. For more information, see [Configure and Activate Add-ons](#).

8. Click **Save and Activate** to start using **Jive for Urgent Notifications**. For more information, see [Using Urgent Notifications](#) on page 12.

## Adding users to Urgent Notification Senders Permission group

After installing the Urgent Notifications add-on, you need to add users to the **Urgent Notification Senders** permission group enabling them to access and use the add-on.

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**Note:** This is required to prevent misuse of this add-on for malicious activities like spamming etc. By adding members in this group, you ensure that only whitelisted users are allowed to access and use the **Urgent Notifications** add-on.

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To add users to the group:

1. In the Admin Console, go to **Permissions > User Group**.
2. Under **User Groups**, locate and click the **Urgent Notification Sender** group.
3. Under the **User Group Details** section, click **Edit** next to **Members**.
4. Under **Add Members to Urgent Notification Senders** section, search and add users.

On the same page, you can also remove any existing members if required.

On successfully adding the user, the user can start using the **Urgent Notifications** add-on. For more information, see [Using Urgent Notifications](#) on page 12.

# 3

## Using Urgent Notifications

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*Members of the Urgent Notification Senders group can use the Urgent Notifications add-on to create urgent alerts inside any public or private group depending on the need and relevant people to notify them.*

For details, see the following topics:

- [Sending Urgent Notifications](#)
- [Tracking Urgent Notifications](#)

## Sending Urgent Notifications

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**Note:** In a public group, the notification is sent to all community users. While in a private group, only group members receive the notification.

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Before you start using the add-on, make sure you meet the [System requirements](#) on page 6.

Follow these instructions to start sending urgent notifications:

1. Go to any Public or Private group and select the **Send Urgent Notification** option from the **Actions** drop-down.

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 **Send urgent notification** ✕

**Alert header \***

**Alert message \***

Urgent private message for group members.



**Add question to message**

**Question**



2. Key in the **Alert Header**. This gets used as the title of the notification document and as the subject of the notification email.
3. Key in the **Alert Message**. This is sent as the text message to the group members on their phones, and is used as the body of the notification document and email.
4. Optionally, check **Add Question to Message** and key in the **Question**. In this case, the group members can respond to the question in the notification with either Yes or No.
5. Click **Send Notification**.

On the **Confirmation** dialog that appears, verify the number of users who will be sent the notification and confirm your action. After successfully sending the notification, Jive displays the confirmation message stating the same.

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**Note:** As this is an emergency feature, it does not check the user's notification settings while sending notifications.

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The notification is sent via:

- Text Message (SMS) – Users are sent a text message on their mobile phone number that appears in their Jive profile field configured for this add-on.
- (Optional) Email – Users are sent an email on their mail account that appears in their Jive profile field configured for this add-on.
- (Optional) Voicemail – Users are sent a voicemail on their home phone number that appears in their Jive profile field configured for this add-on. This only happens when the user does not confirm the notification sent via text message or email within 5 minutes after receiving the notification.

**Note:** You must save your phone number in the **[COUNTRY\_CODE][CITY AREA\_CODE][PHONE\_NUMBER]** format within your Jive profile to successfully receive urgent notification text messages.

For more information see [Enabling Urgent Notifications for Jive](#) on page 8.

As the notification is sent successfully, it is also displayed as a document within the same group in which the notification is sent. A link to this document is also included within the notification sent to users.

## Tracking Urgent Notifications

You can also track it from the **Track Urgent Notification** page present inside the same group under **Urgent Notification Status**.

Alert	Date sent	Sent to	Received
<a href="#">Urgent private notification</a>	Feb 03, 2019	3	3

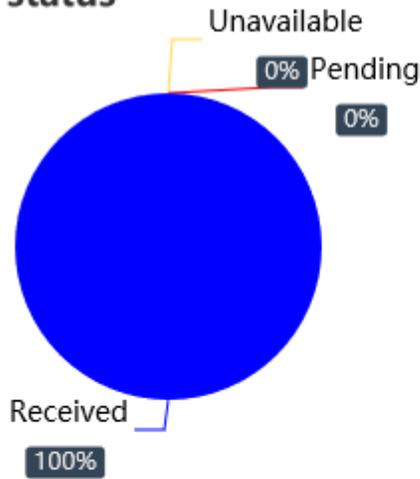
The **Track Urgent Notification** page provides detailed information on the notification. For example, the number of members who were sent the notification, the members who successfully received it, the members who replied 'Yes' to the question in the notification etc.

On the same page, you can also click the link in the **Alert** column to view the graphical representation of the data and to download it in CSV format.

Notification sent on 2019-02-03T09:44:26.472

Alert header	Urgent private notification	Message sent to 3 m
Alert message	Urgent private notification for group members.	Received by 3 memb
Question		0 members replied "Y

Notification status



[Download CSV](#)